

9/1/91
C

Bulletin No. 91-40

P-2540

P-2540 Problems (Continued)

C. Restoration of Lost Benefits (Underpayments) (273.17)

1. Discover Loss

You may discover an underpayment in the normal course of business or through notification by another individual or agency.

If the current month's benefits are incorrect, change the STAT to create new eligibility.

If a prior month's benefits are incorrect, complete the DSW 203R, Lost Food Stamps Benefit Restoration Worksheet.

2. Offsetting Loss

Check ACCESS to determine if there is an outstanding claim.

Important: The household's permission is needed before lost benefits caused by agency error can offset an overpayment caused by agency error.

Apply the loss to the claim balance (offsetting).

If the loss is less than the claim, the claim balance is reduced and the client is not due any benefits.

If the loss is more than the claim, the claim balance becomes \$0 and the client is due the remainder of the underpayment.

3. Issue Benefits

Issue through the 007 process. See P-2510 G7.

4. Notification

Send a DSW 220 to notify the client of the restoration of the lost benefits. Include in the notice: amount being restored, period restoration covers, and reason for loss.

If you offset all or part of the loss, the DSW 220 should also include: the amount of loss, an explanation that the claim amount is adjusted, and the new amount of the claim.